

TAC MEETING MINUTES

TECHNICAL ADVISORY COUNCIL A Subcommittee of the Commission on Technology

Friday, December 3, 2010
10:00 AM - 12:30 PM

ARIZONA SUPREME COURT
Administrative Office of the Courts
1501 W. Washington
Phoenix, AZ 85007

Conference Room 230

MEMBERS PRESENT

Mohyeddin Abdulaziz*
Steve Ballance
Ron Bitterli*
Karl Heckart, Chair
Jennifer Gilbertson
Randy Kennedy
Christy Koehler*
Cary Meister
Jared Nishimoto
Eloise Price
Rick Rager
Kyle Rimel

GUESTS

Jason Gladstone, AIC (*ADRS consultant*)

MEMBERS ABSENT

Jeremiah Matthews
David Stevens

AOC STAFF

Stewart Bruner, *ITD*
William Earl, *ITD*
Ridge Franks, *ITD*
Nat Mara, *ITD*
Alicia Moffatt, *ITD*
Jethro Sheridan, *ITD*
Cynthia Thomas, *ITD*

* indicates appeared via telephone

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WELCOME, INTRODUCTIONS, AND OPENING REMARKS

Karl Heckart

Karl Heckart, chair of the Technical Advisory Council (TAC), called the meeting to order at 10:05 a.m. Staff member Stewart Bruner conducted a roll call of those on the phone and those present in the room and confirmed that a quorum existed.

UPDATE KEY PROJECT UPDATES

Karl Heckart

Karl briefed members on the progress of certain state-level initiatives, including:

- The general jurisdiction (GJ) AJACS 3.5 stabilization release timeline and functionality in future releases beyond that.
- The limited jurisdiction (LJ) AJACS need to decide on its baseline functionality and a conversion strategy. He is still hoping a pilot court can be implemented in the summer of 2011.
- The completion of the central document repository (CDR) powered by OnBase and central case index (CCI). Work is now underway to synchronize case-related documents from the standalone OnBase systems at the rural superior courts in support of e-filing. The project points out the perils of coordinating upgrades across a high number of standalone systems.
- e-Filing through AZTurboCourt.gov, including the upcoming phase in of mandatory e-filing by lawyers on subsequent filings in civil cases. A training blitz is being prepared. Karl also mentioned a possible schedule of activities for Appellate e-filing, Pima Superior Court, Maricopa Justice Courts, and the construction of intelligent forms for domestic relations cases. He warned that the loose coupling of the vendor's clerk/judge review with the local case management system is expedient but introduces a time delay of several minutes affecting clerks. A later AJACS release will provide e-filing functionality to the rural superior courts.
- Network changes on the horizon due to strategy changes with AZNet and SACNet. The AOC is participating in both these efforts to extend higher bandwidth to more of the state but has committed to join neither.
- Rethinking the e-citation process as a whole, following a summit held September 30 with LJ judges and administrators on how they actually use electronic tickets. Debate is underway about the need for signature to be captured and the need for the original charging document to be retained by courts. The paper in the hearing folder is used as a type of workflow that must be replicated in the electronic world. Members felt strongly that assistance needs to be provided for judges to prevent continual printing of the files.

REVIEW / APPROVE

PROPOSED CHANGE TO DEFENSIVE DRIVING SPECIFICATION

Cynthia Thomas

Cynthia Thomas, project manager for the defensive driving application rewrite, explained her rationale for requesting that the field length for the charge identifier be increased to three characters to accommodate long form citations.

MOTION

A motion was made and seconded to adopt the change to the defensive driving specification to lengthen the charge identifier

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field to 3 characters, as proposed. The motion passed unanimously.

REVIEW / APPROVE

PROPOSED ADDITIONS TO E-CITATION SPECIFICATION

Ridge Franks

Ridge Franks, e-citation project manager for the AOC, explained the various fields that have been added to electronic tickets around the state and therefore need to be added to the current XML specification for e-citation supplied to vendors. Ridge added that the adoption of the fields enables flexibility without requiring adoption by the various case management systems (CMSs), since unconsumed XML tags are discarded. Localities will contract with the individual handheld vendors to make the changes in the software, based on their local business needs.

MOTION

A motion was made and seconded to approve the set of added tags to the e-citation XML specification, as proposed.

In discussion about the motion, Ron Bitterli raised questions about the default values being placed in the tags. An amendment was subsequently made and accepted by the original motion maker and seconder.

MOTION

A motion was made and seconded to approve the set of added tags to the e-citation XML specification with null value defaults for “fingerprint taken” and “blood alcohol content” fields. Notation shall be made in the specification concerning the significance of the null values. The motion passed unanimously.

The next step is to communicate the updated specification to the court community via the enterprise architecture (EA) standards website and to Arizona Criminal Justice Commission for use by law enforcement.

Ridge went on to describe recent fluctuations in the support for the TraCS electronic citation module by DPS and ADOT, jeopardizing a single, statewide model. Although DPS offers the software for no cost to local law enforcement agencies, Peoria’s recent experience indicates that DPS will not be operating a central processing service for smaller municipalities, nor supporting local changes to the citation. The chair wondered whether the courts should search for a vendor to perform the processing for smaller courts statewide, if DPS is truly not going to do it. Courts using the vendor solution today stated that it runs very smoothly and disagreed that the procurement cost is high in comparison to TraCS, though they agreed the hardware support cost seems excessive.

REVIEW/ APPROVAL

ONBASE KEYWORD STANDARDIZATION

Kyle Rimel
Stewart Bruner

Kyle Rimel, chair of the OnBase Keyword Standardization Subteam, recapped the history of the team then summarized its recent work of adding several keywords that may or may not be used by courts, but with the understanding that when they are used, they must conform to the standard

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format and values proposed. Kyle hinted that the team may possibly recommend additional keywords related to Title 13 cases, based on discussion currently underway about minute entries. Staff explained that the CDR is being programmed to recognize only the keywords that appear in the two standard tables. Not every CMS needs to be updated to generate or consume the metadata in the table.

MOTION

A motion was made and seconded to approve the additional set of optional standard keywords for OnBase, as presented. The motion passed unanimously.

UPDATE

STATEWIDE ONBASE 9.2 UPGRADES

Stewart Bruner
Jethro Sheridan

Staff member Stewart Bruner summarized progress being made on the coordinated, statewide OnBase 9.2 upgrades in GJ courts since the July 29 kickoff, focusing on the issues that have surfaced in the process of gathering details from the individual courts since then. The goal remains to complete local testing by clerks, get agreement on security keyword mapping, perfect a method to synchronize security settings on historical documents, and to only upgrade once.

Stewart provided a list of next steps that must be accomplished before dates will be set for production conversions. He assured members that the AJACS 3.5x upgrade has no technical impact on the OnBase 9.2 upgrade and that, though no deadline has been set for the OnBase upgrade, the time until one is set is shrinking.

Discussion turned to the issue of OnBase maintenance not being current on all standalone systems with five new clerks taking office. The increasing interconnectedness of various automation products around the state necessitates communication by the AOC of the importance of paying maintenance, even in a bad economy. Issues about granting access outside the court to documents by case type rather than document-by-document will be discussed as part of a separate meeting on public access and authentication.

UPDATE

TARGETED LOCAL COURT TECHNOLOGY TOPICS

Various

- In response to members' questions, Karl recapped discussion at his recent meetings with county CIOs from around the state. Though much information was exchanged, no real decisions were made. Members requested to see the agenda, Karl's presentation, and the list of attendees.
- Jared Nishimoto reminded members of the forum for court technologists at <http://groups.yahoo.com/group/AZCourtsTech/>. To work as designed, new members need to be added and existing members need to participate.
- Jennifer Gilbertson described a recent PCI audit (credit card processing) in City of Phoenix departments performed by a consultant and warned members that FARE processing was considered in scope and requires network segmentation. Jennifer will share information about the consulting company with members.
- Randy Kennedy asked about members' experience with collecting fingerprints in the courtroom. William Earl confirmed that AJACS is designed to work with a specific

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fingerprint capture device that municipalities should investigate before purchasing something else. Randy also noted that law enforcement expects fingerprints to be captured at 550 dpi, not the 200 dpi standard for document images in courts.

- Rick Rager described an ongoing problem with ADOT's interface rejecting courts' disposition updates. This has lead to customer service nightmares for Tempe. He requested AOC's involvement to resolve the issues between court CMSs and MVD's automation.
- Ellie Price asked whether AOC would be issuing of a social media policy for courts. Some counties and cities are issuing policies, putting courts in a quandary. Karl requested that a review of social media policies be undertaken at the next TAC meeting with a goal of deciding whether the issue needs to be elevated to COT.
- Ellie and Jared briefed members on a recent cyber security conference they attended. Karl stated that it makes sense to re-examine the courts' approach to multi-layer security architecture in light of the sophistication of current threats, taking into account the general threat profile that courts in Arizona present.

Due to time constraints, other local court technology topics were carried over to the next TAC meeting agenda.

CALL TO THE PUBLIC

Karl Heckart

After hearing no further discussion from members or the public, Karl adjourned the meeting at 12:40 p.m.

Upcoming Meetings:

February 4, 2011

AOC – Conference Room 230

April 1, 2011

AOC – Conference Room 230

MEETING ADJOURNED

12:40 PM